

## What does 9-1-1 do?

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A nine-one-one call will automatically dispatch you to a trained professional who will answer your call, ask you to describe your emergency situation and route the necessary emergency personnel to your location to assist you.



## How do I dial 9-1-1?

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### 1. On a landline phone or pay telephone:

- **What is a landline phone:**

- Landline phones come in many different styles.
- The one thing that they have in common is that they must be plugged into a phone jack to operate.
- Most landline phones are push button, however older phones have dial pads.
- In addition there are many portable phones which may look a lot like a wireless phone.
- Why don't you identify all the phones your family use and know if they are a landline phone or a wireless phone.

- **What about pay phones?**

- Pay phones are located in public places and have push buttons. Older ones have a dial.

- **How to Dial:**



- Stay calm
- Make sure you know the exact location and address of the emergency
- Pick up the receiver or turn on the phone and wait for the DIAL TONE
- Dial or press "9", then "1" and then "1" again.
- Wait for the ring and the 9-1-1 Dispatcher will answer

**2. On a wireless phone:**

- Some of the other names people use for a wireless phone is a cellular, mobile, or car phone.
- Remember a wireless phone is not the same as a portable phone you might have at home
- There are many different types of wireless phones



**3. Never practice calling 9-1-1 on a real phone**

**4. Remember you don't need any money to call 9-1-1 on any pay phone.**



## What do I say?

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1. Stay calm, speak clearly and be prepared to give as much information as possible regarding the emergency when the Dispatcher asks you.
2. Listen carefully to the Dispatchers questions and answer each question carefully.
3. Remember the Dispatcher cannot see your hand or head gestures, signs or motions. So verbally answer all questions.
4. The Dispatcher can only hear you, so answer all questions verbally.
5. Do not hang up until the Dispatcher tells you it is OK to do so.
6. Follow the instructions of the Dispatcher.
7. Remember remain calm and follow Dispatcher's instructions.

